

Problems with your Health plan

If you disagree with a decision made by your health plan or have a complaint regarding your health plan's services or facilities, you still must follow your health plan's procedures for resolving disputes. However, beginning in January 2002, health plan decisions may no longer be appealed to Basic Health.

Although you cannot appeal the health plans' decisions with Basic Health, our staff will be available to help you work with them to resolve the issue. This will involve Basic Health earlier in the process and better support your efforts.

If you have exhausted your health plan's complaint/appeal process and you disagree with their decision, you can now request a review of the decision by an independent review organization. Your health plan will provide you with information on how to request an independent review.

Complaints and appeals update!

Effective January 1, 2002, the complaints and appeals process will be improved to better serve you. **For complete details be sure to refer to your new 2002 Basic Health Member Handbook, which will be sent to you in January.**

Problems with Basic Health

If you have a complaint about an action taken on your Basic Health account or believe a decision we made was incorrect, you can write to Basic Health or call us toll-free at 1-800-660-9840. If you want to file a written appeal with Basic Health, it must be received within 30 days of the date of the decision or you will lose your right to appeal the decision.

In order for us to process your appeal, it is important that your letter include your name, address, Basic Health subscriber I.D., a daytime phone number, and a summary of the decision you are appealing and why you believe the decision was incorrect. You should also include any evidence that will help explain or prove that the decision should be changed. You may ask to explain in person or by

telephone why you believe the decision was incorrect and should be changed. By offering you this opportunity at the appeal level, you no longer have to wait for a formal hearing to present your case in person or by telephone.

If you disagree with the appeal decision, you may ask the Health Care Authority to review that decision by writing to Basic Health Appeals. We must receive your request within 30 days of the date of the decision. Be sure to include any additional evidence you want considered in the review.

The Health Care Authority will review Basic Health's appeal decision based on the record of the appeal and any evidence you send. This replaces the previous formal hearing process. You still have a chance to explain your point of view, but less formally and earlier in the process. We will send you written notice of our decision.

This serves as official notice of changes to your Basic Health coverage, and is an addendum to your *Member Handbook*.

To obtain this document in another format (such as Braille or audio), call our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805. TTY users (deaf, hard of hearing, or speech impaired), call 360-923-2701 or toll-free 1-888-923-5622.